CULTURAL COMPETENCE ANNUAL SUBMISSION

This report is due by July 31 2002 to:

Technical Assistance and Training Department of Mental Health 1600 9th Street, Room 100 Sacramento, CA. 95814

Please return this form to Technical Assistance and Training. A copy of this form is available on DMH web site at www.dmh.ca.gov for your convenience.

Nam	ne of County:			
For a	additional information regarding the report, please contact:			
Nam	ne: Telephone No:			
Title	: Unit/Division:			
requ	Note: MHPs are required to report on activities since initial Cultural Competence Plan requirement effective date. Use additional pages as needed. In this update MHPs are not required to update the population, organizational and service provider assessment data.			
Checklist of Attachments:				
	ANALYSIS AND MEASUREABLE OBJECTIVES			
	ORGANIZATIONAL AND SERVICE PROVIDER ASSESSMENT - HUMAN RESOURCES - ANALYSIS			
QUA	ALITY OF CARE: COMPETENCE			
	Consumer Culture			
	Training in Cultural Competence			
QUALITY ASSURANCE				
	Staff Assessment			
	Competence Evaluation			
	Staff Proficiency			
	ΝΔΡΡΑΤΙΥΡ			

ANALYSIS – Population Assessment and Measurable Objectives:

Cultural Competence Plan criteria: Identify any objectives related to the need for, and the provision of, culturally and linguistically competent services based on the population assessment and the identified threshold language.

assessment and the identified threshold la	nguage.
	sign, plan, and provide culturally and linguistically rvices based on your population data analysis and
b) Has the MHP updated the county popula	ation assessment data?
☐ YES	□ NO
, , , , ,	updated objectives developed to reflect a better ginal or, if applicable, new population analysis.
•	that impact culturally competent services? If yes

language, influx of immigration or migrant workers, etc.

ORGANIZATIONAL AND SERVICE PROVIDER ASSESSMENT **HUMAN RESOURCES - ANALYSIS:**

Cultural Competence Plan Criteria: A narrative analysis of the human resources composition and location data, in contrast to population needs assessment data. Identify any objectives

related to the need for, and the provision of, culturally and linguistically competent services based on the population assessment.
a) Please report the progress toward your objectives, as listed in the MHP's cultural competence plan, to design, plan, and provide culturally and linguistically appropriate and effective mental health services based on your human resources composition in contrast to the population needs assessment data and conclusions. Identify barriers that impede progress in your objectives.
b) Did the MHP do an update on human resources composition and location data, in contrast to the population needs assessment data?
☐ YES ☐ NO
c) Please identify new or changed objectives developed to reflect a better way to meet human resources needs or the needs of the organization and the providers of services.
d) Has the MHP identified any local trends in human resources that impact culturally competent services? For instance, staff turnover, difficulty in finding culturally and linguistically competent service providers, availability of interpreters, etc. If yes, please describe.
e) Please describe activities that solicit diverse input to ongoing development of the cultural

competence plan and its updates.

QUALITY OF CARE: COMPETENCE

Consumer Culture: Please describe the staff and contractor competence evaluation and training plans, concerning the culture of being a mental health consumer.

NOTE: This note is offered to assist MHPs in understanding the issue to be addressed here: Training efforts should be concentrated in providing practitioners with cultural competence skills and an understanding of how the mental health system and the stigma of mental illness have impacted the consumer. Consumers bring a set of values, beliefs and lifestyles that are molded as a result of their personal experiences with the mental health system an their own ethnic culture. These personal experiences and beliefs can be used to empower consumers to become involved in self-help programs, peer advocacy, and in seeking employment in the mental health system.

TRAINING IN CULTURAL COMPETENCE

This section requests a description of current cultural competence training for staff and contract providers, including training in the use of interpreters.

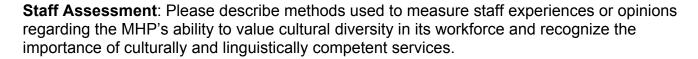
- a) What cultural competence training has the MHP provided since the implementation of the cultural competence plan? Please list training and staff attendance by function:
 - a) Administration/management;b) Direct services: MHP's staffc) Direct services: contractors
 - d) Support services; and
 - e) Interpreters

Training Event	Description of Training	No. of attendees	Attendees by Function	Date
I. Example: Cultural competence Introduction	Four hour overview of cultural competence issues in mental health treatment settings	15 20 4 2	*Direct Services *Direct Services Contractors *Administration *Interpreters	1/24/00

b) Please list training and staff attendance of cultural competence training provided through **outside** agencies/resources other than the MHP's internal training process. Include trainings set up by direct services contractors.

Training Event	Description of Training	No. of attendees	Attendees by Function	Date

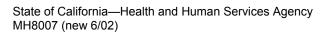
QUALITY ASSURANCE



Competence Evaluation: Please describe the current process for evaluating staff and contractor knowledge and ability to provide culturally competent specialty mental health services. Please identify any barriers encountered that impede this process as well as sharing successful ideas.

Examples of responses are inclusion of these skills in employee performance appraisals perhaps using cultural competence assessment tools, or in a plan for hiring contractors.

Staff Proficiency: Please describe the process(es) used to ensure staff proficiency in issues of cultural competence and provision of culture-specific services.



Department of Mental Health

NARRATIVE

In the spirit of reviewing cultural competence as a developmental process, we would like feedback from you regarding the plan. We are looking for feedback for consideration and input to future plan requirement updates.

1) What requirements in the plan did you find helpful in directing the MHP forward with culturally competent services?
2) What plan requirements did you find least helpful or useful in plan implementation efforts?
3) Please list any special challenges that occurred during the implementation of the MHP's cultural competence plan.
5) How has implementation of the cultural competence plan impacted mental health services in your county?